Lotus
Customer
Assurance
Plan

# Assurance

**Note:**
**You must fill out and return the enclosed Warranty Registration Card to be eligible for Lotus Customer Support and Service.**

Lotus®

# Instructions

**Fill out the attached Warranty Registration Card to be eligible for Lotus Customer Service and Support. Print clearly, using the illustration to the right as a guideline.**

**Returning the Warranty Registration Card entitles you to receive:**

**Customer Support & Service:**
Each customer has a unique identification number which is on the Warranty Registration Card and is also printed in the text of the Customer Assurance Plan. Lotus will provide support and service, including replacements, *only* to registered licensees of the product. Please keep this identification number accessible for the times you may need to call our support or service staff.

**Product Upgrades & Exchanges:**
*Only* registered licensees of Lotus products will be eligible to obtain licenses, at the special upgrade or exchange prices, for new versions of our products when they are introduced.

**Product Replacements:**
*Only* registered licensees of Lotus products will be allowed to replace defective products at no charge during the Warranty period, or at a small charge after the Warranty period.

**Free Trial Subscription to LOTUS magazine:**
We will send each registered licensee a free six-month subscription to LOTUS, a new monthly magazine designed to help you use your computer and Lotus software more effectively. Please be sure to check the "YES" box and sign the warranty card to start your subscription.

**Caution:** ▶

This product consists of both documentation and disks. Lotus will not replace product, or parts thereof, that are lost, stolen, or destroyed beyond recovery. You are, therefore, encouraged to check your insurance coverage for this and other software products.

PRINT ALL NUMBERS AND LETTERS AS SHOWN BELOW (THE LETTER B INSIDE EACH BOX IS TO HELP YOU SHAPE THE CHARACTER CORRECTLY)

Lotus®

Lotus Development Corporation
161 First Street
Cambridge, MA 02142, USA

**Use pencil, blue or black ball point pen**
**Do not use felt tip pens**

**Fill out completely to insure proper handling.**

FIRST NAME | LAST NAME | MI

TITLE | DEPARTMENT

1

COMPANY

ADDRESS

ADDRESS

CITY | STATE | ZIP

COUNTRY (IF OTHER THAN U.S.A.) | PHONE (HOME)

PHONE (WORK) | COMPUTER MAKE | PRODUCT CODE

5 0 1

PURCHASE DATE (MM/DD/YY)

LOTUS magazine will help you use your computer and Lotus software more effectively. To start your FREE six-month trial subscription, put an X in the yes box and sign below.

YES [X] NO [X]

6622377

aZZ™

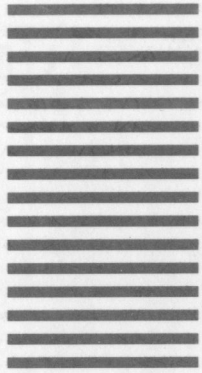
# Warranty Registration Card

**Signature** _____

**Warranty ID No.**

US. Version

No postage
necessary if mailed
in the United States.



# BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 1359 CAMBRIDGE, MA

Postage will be paid by addressee:

**Lotus Development Corporation**
Attn: Customer Service
161 First Street
Cambridge, MA 02142

# Jazz Replacement Order Card

**To order a replacement for a defective disk, please follow these steps:**

1. Complete and return your Warranty Registration Card, if you have not already done so.
2. Enclose the defective disk with this card in an envelope.
3. Enclose the receipt showing that the purchase was made within the ninety-day Limited Warranty period.

**To order a replacement for a disk damaged by the customer during the warranty period or damaged for any reason whatsoever during the three years following the warranty term, then:**

1. Complete and return your Warranty Registration Card, if you have not already done so.
2. Enclose the damaged disk with this card in an envelope.
3. Enclose a payment of:

| US | UK |
|---|---|
| $15.00 per disk plus applicable state and local taxes | £12 per disk (including VAT) |

We suggest that you send your defective or damaged disk by insured mail or other insured carrier. Lotus is not responsible for items lost in transit.

**Send to:**

Lotus Development Corp.
161 First Street
Cambridge, MA 02142
Attn: Customer Service Dept.

Lotus Development [UK] Ltd.
Consort House, Victoria Street
Windsor, Berks. SL4 1EX
Attn: Customer Service Dept.

**Please Print or Type:**

Date | Month | Day | Year

Warranty ID Number: (You will find this number in your Customer Assurance Plan.)

Last Name | First Name | Middle Initial

Title | Department

Company/Institution

Address

City | State or County

Zip or Postal Code | Phone ( )

I enclose a check or money order in the amount of:

**Warranty ID No.** 7743279

**Customer Service Use Only:**

| Release | Description |
|---|---|
| | |

☐ Warranty ☐ Check Amount

# Important

**Read This Before Opening The Disk Envelope.**

# Lotus License Agreement

**Opening The Disk Envelope Indicates Your Acceptance Of These Terms.**

**Lotus Development Corporation (Lotus) retains ownership of all copies of Lotus software. Individual program copies are licensed by Lotus according to the terms set forth below.**

**Permitted Uses:**

You may:

- Use the software on any compatible computer provided the software is used on only one computer at a time.
- Use the software on a network, file server or virtual disk provided that you have a copy of the *Jazz™ Handbook* and an authorization device (*Jazz Program Disk* or *Back-Up Disk*). However, when the software is executed at the licensee's computer, the authorization device must be present and employed at the licensee's computer.

**Uses Not Permitted:**

Without written permission from Lotus, you may **not**:

- Make copies of the documentation or the *Jazz Program Disk* or *Back-Up Disk* except in the manner described in the *Jazz Handbook*.
- Distribute, assign, rent, sub-license, transfer, or lease the software.
- Alter, modify or adapt the software or documentation.
- Use the *Back-Up Disk* or allow someone else to use the *Back-Up Disk* unless the *Jazz Program Disk* is defective.
- Use the software on a system that does not employ the authorization device at each licensee's computer.

This License Agreement and the right to use Lotus software automatically terminates at any time the licensee violates any provision contained herein. Lotus retains all rights not expressly granted. Nothing in this agreement constitutes a waiver of Lotus' rights under the U.S. Copyright Laws or any other Federal or State Laws.

**Please Remember:**

**You must fill out and return the Warranty Registration Card to be eligible for customer support and service.**

# Customer Assurance Plan

Lotus Development Corporation has a strong commitment to customer service and product support. We offer the following support services to help insure that you get the maximum possible benefits from your Lotus product:

**Warranty Registration**
**Customer Support**
**Product Upgrade**
**Product Replacement Plan**
**Limited Warranty**

## Warranty Registration

To benefit from Lotus customer services, you must be a registered Lotus product licensee. Please fill out and return the Waranty Registration Card.

Returning this card entitles you to the:

1. **Lotus Product Upgrade Plan** whereby you may obtain licenses for new versions of your product, when they are introduced, at a special price.
2. **Lotus Product Replacement Plan** that allows you to replace defective products after the warranty period, at a small charge.
3. Special discounts and offers on products that Lotus may introduce in the future.

## Customer Support

Both your dealer and Lotus Development Corporation offer you continuing support in the form of telephone advice and other assistance. If you have difficulty in using the program or if it does not operate as described, we suggest that you do the following in order:

1. Consult the documentation and other materials that accompany the product. They contain answers to most users' questions. Also, check to see if the program supports your particular operating system, interfaces, and peripherals.
2. Consult your dealer.
3. Finally, if your question is not answered by reading the documentation or consulting your dealer, call the Lotus Customer Support department at:

| US | UK |
|---|---|
| (617) 253-9150<br>between 8:30 am and<br>8:00 pm (Eastern Time)<br>Monday through Friday | Windsor (0753)-840-281<br>between 9:00 am and 5:30 pm<br>Monday to Friday<br>0753 840 441 |

Before you call, please gather all information relating to the problem. This makes it easier for our service representatives to understand and offer assistance.

**Product Upgrade Plan**

Periodically, Lotus may introduce new versions of this product that incorporate additional features and capabilities.

The Lotus Product Upgrade Plan enables exisiting customers to take advantage of these enhancements.

Under the Product Upgrade Plan:

1. We will notify you by mail when we introduce a new release.
2. You have the option to obtain licenses for new releases at a special price.

**Important:** To qualify for the Product Upgrade Plan, you must complete and return the Warranty Registration Card.

**Product Replacement Plan**

This Lotus product has a limited warranty for ninety days as specified in the Limited Warranty section. To replace a defective disk during the warranty term, complete the Replacement Order Card attached to this brochure. Send the defective disk, the Replacement Order Card, and proof of purchase, to:

| US | UK |
|---|---|
| Lotus Development Corp.<br>161 First Street<br>Cambridge, MA 02142<br>Attn: Customer Service Department | Lotus Development [UK] Ltd.<br>Consort House, Victoria Street<br>Windsor, Berks. SL4 1EX<br>Attn: Customer Service Department |

In addition, if a disk becomes damaged within three years after the warranty expires, Lotus will replace it for a $15.00 (plus applicable state and local taxes) or £12 (including VAT) replacement charge. A disk damaged at any time by the customer also requires a payment of $15.00 or £12 (including VAT) to the appropriate address as given above.

We suggest you send your defective or damaged disk by insured mail or other insured carrier. Lotus is not responsible for items lost in transit.

**Both the Limited Warranty and the follow-up Product Replacement Plan apply only to the original registered licensee of the software.**

## Limited Warranty

Lotus warrants that:

a. The material of the software disk and the documentation are not defective.

b. The program is properly recorded upon the disk.

c. The documentation is substantially complete and contains all the information Lotus deems necessary to use the software.

d. The program functions substantially as described in the documentation.

This Limited Warranty is implemented solely through the Product Replacement Plan.

**Lotus excludes any warranty coverage for incidental or consequential damages.** In the US, some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to all users.

**This Limited Warranty extends for ninety days** from the date the licensee obtains the software. In the US, some states do not allow limitation on how long any implied warranty lasts, so the above limitation may not apply to all registered licensees.

**Lotus excludes any and all implied warranties, including warranties of merchantability and fitness for a particular purpose, and limits the end-user's remedy to return of the software and documentation to the dealer or to Lotus for replacement.**

This warranty gives you specific legal rights; in the US, you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of implied warranties, so the above limitation may not apply to all users.

In the UK, this warranty does not affect your statutory rights.

# Lotus Customer Assurance Plan

**Lotus Development Corporation**
161 First Street
Cambridge, MA 02142

Part No. 38001